

 VERMONT DEPARTMENT FOR CHILDREN AND FAMILIES Family Services Division Woodside Juvenile Rehabilitation Center		721
Chapter:	Resident Communication and Visits	
Subject:	Visits and Phone Calls with Residents	Page 1 of 4
Approved:	Jay Simons, Director	Effective: 9/14/2018
Supersedes	Woodside Policy and Procedure 721	Dated: 8/2013

Purpose

To articulate the rules that guide safe, healthy in-person visits and phone calls between Woodside residents, their family members, professionals serving them, and others.

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Definitions

Professionals include attorneys, guardians' ad litem, Family Services Workers and other DCF employees, department of correction personnel, educational surrogates, residential treatment program personnel, and educational/mental health practitioners.

Family includes parents, kin, siblings, and others who are important to the child.

Monitoring Entities are state, federal, accreditation and quality monitoring agencies who provide oversight of Woodside, including the Center for Medicare and Medicaid Services (CMS), the Department of Disability, Aging and Independent Living (DAIL), the Family Services Division Residential Licensing and Special Investigations Unit, Disability Rights Vermont, and Commission on Accreditation of Rehabilitation Facilities (CARF).

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Policy

To assist residents in building and/or maintaining healthy family relationships, community ties, and to provide adequate access to professionals, Woodside supports visits and phone calls to residents.

Practices and procedures regarding visits and phone calls will be as open and unobtrusive as resources, program demands, and security allow.

As part of the development of their plan of care, Woodside residents participate in the development of an approved contact list. The resident's Family Services Worker must approve the contact list. If the resident wishes to have contact with a person not on the approved list, the resident should discuss this with the Family Services Worker.

Residents will not be compelled to visit with any person against their wishes.

Woodside reserves the right to limit or adjust visits by any person, based on reasons which include but are not limited to:

- The current clinical need and status of the resident;
- The current needs other residents.
- Availability of appropriate visiting space; or
- Availability of staff.

Visitors and residents must be appropriately attired and use appropriate behavior and language at all times during visits.

Visitors will use restrooms in the lobby area of the building.

Authorized Visitors/Callers

Family and Friends

The resident's Family Services Worker and the Woodside clinical team must approve the specific plan for visits and phone calls with a resident's family or friends. The Family Services Worker will be informed.

Visiting youth under 18 years of age must have parental permission to visit and must be accompanied by an adult who is also on the approved visitor list. Woodside is not responsible for supervising minors visiting residents.

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Professionals

Professionals will give reasonable notice when they intend to visit a resident. Generally, professional contact with residents (visits or phone calls) is permitted between 8:00 a.m and 6:00 p.m. on business days.

Contact outside of these hours may be arranged, if there is a compelling or time-sensitive need. The Woodside director or designee must approve these exceptions.

Pertinent professional materials may be brought for use during a visit but must be inspected by Woodside staff and must leave the facility with the visitor, unless other arrangements have been made.

Monitoring Entities

Representatives of monitoring entities may visit at any time. This includes unannounced monitoring visits.

Safety and Security During Visits at Woodside

All visitors must produce positive identification prior to entry for visitation; they must sign the appropriate visiting documentation. All visitors must pass through a security screening prior to entering the facility.

Visitors must leave all personal belongings, including handbags, cell phones, keys, packages, lighters, matches, cigarettes, coats, and medications in the lockers provided.

If the visitor believes that there is a legal or clinical need to bring an item into the visit with the resident, the visitor must get approval from the Operations Supervisor. All items must be cleared through a security procedure before to being brought into the secure perimeter. Woodside staff may refuse to allow the items to brought into the visit, for either safety or clinical reasons.

The following are not allowed:

- Paperclips, staples and binder clips;
- Food or drink.

All visitors must be accompanied by Woodside staff while in the secure part of the facility. Under no circumstances will visitors have access to Woodside keys.

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Visits will take place in the place designated by the Operations Supervisor and be supervised by Woodside staff. The Operations Supervisor will determine the level of supervision necessary.

Supervision will be as unobtrusive as possible. Conversations between the resident and a professional will be visually observed by Woodside staff in a manner that prevents the staff from overhearing the conversation. However, the resident may request that Woodside staff be present for the conversation.

Unless the visitor is from a monitoring entity, visitors must remain at the table with the youth they are visiting at all times.

Visitors will be asked to leave the building immediately if they exhibit any behavior that may indicate a health or safety concern.

If a staff member has any grounds to believe that health, safety or security may be compromised in any way, the visit will be denied or terminated, and the visitor asked to leave the building. Any visitor attempting to smuggle in contraband will be asked to leave the building immediately and criminal prosecution will be sought.